

The Commonwealth of Massachusetts
Division of Banks
Consumer Assistance Section

COMPLAINT FORM

PLEASE PRINT. Answer as many questions as possible. (* See notes below)

COMPLAINT REPORTED BY:

Name (Mr. Mrs. Ms.) _____

Number and Street _____

City or Town _____ State _____ Zip _____

Home Phone _____ Business Phone _____

COMPLAINT REPORTED AGAINST:

Name of Bank or Company _____

Number and Street _____

City or Town _____ State _____ Zip _____

Phone(s) _____

Person(s) you dealt with and their positions (Manager, Vice Pres., etc.)

Name _____ Position _____ Tel. _____

Name _____ Position _____ Tel. _____

Was contract signed? _____ (if yes, please enclose a copy)

Please read carefully. We are best able to assist you with your complaint if you do the following:

1. Answer as many questions as possible, giving full name, titles, addresses, and phone numbers.
2. Attach copies of any letters, documents, contracts, or receipts pertinent to your complaint. (DO NOT SEND ORIGINALS OR YOUR BANK BOOK).
3. If the word "Federal", "National" or the initials "N.A." are in the bank's name, it is not regulated by the state. We will refer you to the correct agency.
4. Because of the complexity of some complaints, delays in processing do occur. We will make every effort to respond expeditiously to your complaint.
5. This Office will thoroughly investigate your complaint and make every effort to bring about a satisfactory resolution. Occasionally, a resolution may not lie within the jurisdiction of this office. If this is the case, we may advise you to seek an attorney, to sue in small Claims Court, or refer you to an appropriate agency.

Include the types of accounts, dates of transactions, correspondence, etc., the reason you feel there is a problem; the steps you have taken to resolve the dispute yourself; and the bank or company's response.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Tel: (617) 956-1500
Fax: (617) 956-1599
TDD: (617) 956-1577
